2024 BUDGET STAFFING REQUEST
(Must be submitted to Finance no later than April 3, 2023)

DEPT:911/ 38000		DELETE	ХХ	NEW/	ADDITIONAL			RECLASSIFICATION
Dob Description: Existingx New Attached	DEP	T:911/ 38000						
Positional	JOB	TITLE: Communicati	on Offic	er				
Please provide a brief description of tasks and responsibilities: Receives all emergency and non-emergency calls; obtains information from callers, provides information, answers questions, takes messages, and/or transfers callers to the appropriate staff, department, extension, service, or agency. Dispatches all calls received to the appropriate department/agency Work space available? x Yes □ No □ If yes, where? 911 center - 57c pine tree way Vehicle needed for new position? □ Yes x No □ Vehicle budgeted for? □ Yes x No Quantify the need: All requests for new position(s) must be justified quantitatively with supporting documentation attached. Quantitative examples should include but not inclusive of: tracked and documented increase in services; # of current staff performing same functions and quantity processed/staff; documented over-time that will be eliminated by adding new position, etc. All quantified information is to be attached to this request in the form of a summary sheet of the quantified numbers followed by the supporting documentation. Any submission without this documentation will not be considered and will be returned to the department head. The BOC we be advised of all positions denied due to incomplete submissions. RECLASSIFICATION Estimated New Grade	JOB	DESCRIPTION:	_ Exist	ingx	New Attac	hed	GR	ANT:
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(The position and grade information can be obtained from Human Resources) List name of employee: (LAST), (FIRST) (LAST), (FIRST) (LAST), (FIRST) INTERNAL USE ONLY: Date Received by Finance Quantified documentation attached: □ Yes □ No Grade Final title: Job Description	supp track quan etc. the q docu be ac	orting documentation ed and documented in tity processed/staff; of All quantified information will not be dvised of all positions	attache ncrease locumention is to lowed b consided denied	ed. Qua e in serv nted ove b be atta y the su ered and due to	antitative examp rices; # of currer er-time that will ached to this rec apporting docun d will be returned incomplete subr	les sho nt staff be elim quest in nentation d to the mission	ould incl perform inated l in the for on. Any e depart s.	lude but not inclusive of: ning same functions and by adding new position, rm of a summary sheet of y submission without this tment head. The BOC will
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ADDITIONAL COMMUNICATIONS OFFICERS

JUSTIFICATION

Currently, we are staffing the E-911 Communications Center with three Communications Officers on each shift...four shifts totaling twelve communication officers.

Recently, it has become apparent that although we can operate at a basic level with (3) three 911 officers on duty, *during day shift hours*, the quality of service we can provide with only 3 on duty is not where it should be. Steadily increasing day shift call volume and complexity is taxing for 911 officers already working in an extremely stressful environment. Our priority is to prevent the loss of lives, limbs, homes, etc. We must maintain staff at a level which enables us to obtain all necessary 911 caller information rapidly and professionally, while simultaneously getting appropriate emergency units in route as quickly as possible and assisting them once on scene.

Around 2016, the City of Dahlonega initiated a marshal's service, consisting of one full time staff member, which added some additional activity to the center's workload. At that time, we were able to incorporate this with no issue. Recently, the city has transitioned to a Police Department and added three, full time, day shift, patrol officers, with the anticipation of adding two additional officers by fall of 2023. The addition of the three, fulltime, day shift, city patrol officers is extremely taxing on our 911 center's current, day shift staffing of 3 communications officers per shift.

City-Logged CAD Calls for Service: In 2020, we logged 1,466 calls assigned to the Dahlonega Marshal's Office. In 2021: 1,154 calls (DMO to DPD). In 2022, we logged 4,485 calls assigned to the Dahlonega Police Department. This year, as of 3/29/23, essentially the 1st quarter of 2023, we have logged 1,556 city calls. If this rate stays consistent, 2023's projected calls for service, logged to the city, will total 6,224. Note: As of this date, the DPD is not a 24/7 service department.

Depending upon the nature of a given call, many phone or radio calls to 911 generate numerous steps or activity by multiple officers.

Example #1) A motor vehicle accident: The 911 phone line operator often receives numerous calls about the same accident. It takes time to answer each call, professionally, and be certain every caller is reporting the same accident. As stated above, while one officer is handling phone lines, another officer is on the radio...dropping tones and dispatching EMS/first responder/fire units to the scene. Another officer is dispatching Sheriff's Office units, GSP, DOT, etc., to the accident...often while also receiving radio calls for assistance from other officers who are initiating unrelated traffic stops, elsewhere, and/or are arriving at the scene of other, previously dispatched calls. Meanwhile, officers continue to field 911 calls, concerning the accident and other emergencies, as well, and then begin placing outgoing phone calls to the wrecker service, sometimes the power company, and on and on, as requested by officers.

Example 2) Traffic stops initiated by officers require substantial time and assistance from the relevant 911 officer...logging the stop; checking drivers license status/warrants, checking tags/wanted status; conducting frequent, timed, safety-check radio calls until the officer has completed the stop, etc.

Also To Note: In 2022, the 911 Center dealt with significant, unanticipated staffing shortages, due to extensive family/medical leave, attrition, vacations and training requirements. This created a necessity to call in additional staff, primarily on day shift, as two communication officers are not sufficient to manage the demands of day shift at 911. This caused a substantial overage in our budgeted overtime.

Normally, the responsibilities in the center are divided into three prongs: 1) 911 & non-emergency phone lines; 2) Sheriff's Office radio band; and 3) Fire-EMS radio band.

We now need to add a fourth communications officer to our day shift rotation. This would considerably cut the necessity for overtime and alleviate the added workload created by the city's additional staffing. I am positive that any further additions in city police staffing will overload the center's ability to properly perform and meet its most basic objectives — to obtain necessary information efficiently and effectively in order to get emergency personnel to the location of the emergency, to monitor the safety of personnel once on scene and to assist on-scene personnel, as dictated by the nature of the emergency/call/stop.

The first process to suffer when the center is overwhelmed is our EMD program. This is the program that enables a 911 Communications Officer to provide Emergency Medical Information to a person on scene – such as how to do CPR, deliver a baby, or provide first aid to a sick or injured person. Getting this information to our first responders makes them safer, more efficient, and better able to respond, thus serving our community to the best of our ability.

The prudent and necessary next step, I believe, is to add two communications officers to 911 operations – bringing us up from 3 to 4 officers per day shift rotation, with the option for day shift to operate with only 3 if someone is on leave or in training. Currently, with only 3 assigned to each day shift, when a day shift officer is out, we have no choice but to bring someone in on overtime from another shift. This is both expensive for the county and taxing on our staff. For now, we can operate with three on our night shift rotation, so we are not seeking additional positions for nights. However, if the city adds additional staff to its night shift in the future, then we would need to revisit our staffing for nights as well.

Thank you for your consideration.

			Summery Sheet justification for additional staff	eet justifica	tion for ad	ditional st	aff				
				-							
Currently s	taffed by 3 o	on a shift 2 s	Currently staffed by 3 on a shift 2 shifts total of		6						
Center CAD	calls for 2022	22			46,380						
Contor pho	Center phone activity for 2002	~ 2000			73 370						
-					, = /, = -						
Calls for service	rvice							-			
not 24/7		city calls									
	2020	1466									
	2021	1154	DMO to DPD								
	2022	4485									
	2023	1556	only three months of data	onths of da		rojected a	Projected at same rate over		12 months 6224		
				and the second desired of the second							
Overtime c	cost with only three on day shift	y three on c	lay shift								
Hours											
vac	96 hours a	a year x 6 staff	-		576	hrs					
sick	120 hours a	120 hours a year x 6 staff	aff		720 hrs	175					
					1296	hrs	overtime hours	1 1	that need coverage	е	
Expense in	in Dollars	Avg									
		-									
new emp.	1296	hrs x	26.4	34,214							
exp. emp	1296	hrs x	33	42,768							
											-

CALL COUNTS BY CHANNEL

Report for 2022-01-01 Hyrough 2022-12-31 for Channels: 864-3333, 864-3633, 867-6452, 867-9241, 867-9242, 867-9243, 867-9247, 867-9248, 911-1, 911-2, 911-3, 911-4, 911-5, 911-6

Totals	867-9248	911-1	867-9242	867-9247	911-3	911-2	911-4	867-9243	911-6	911-5	867-9241	864-3333	864-3633	CHANNELNAME
73370	72	210	316	713	815	1235	1975	5836	6731	6822	7138	16564	24943	COUNT